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incorporated herein by reference. Except as otherwise noted, when elements of the ISNs 108 are referred to generally, they will be referred to with a number designation and not a letter designation.

Page 12, last paragraph spanning to page 13, page 12, line 27 to page 13, line 10, substitute therefor:

The ISN components 116 also include protocol converters 232a, 232b, ... 232n that convert between various telecommunications protocols. Protocol converters 232 provide protocol conversion between different protocols such as TCP/IP, NSPP on top of UDP/IP, and packet switching protocols, such as X.25. Exemplary components that perform protocol conversion are the advanced intelligent network gateway (AIN) described in U.S. Patent

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Application Serial No. 08/967,339, now US Patent 6,229,819, entitled, "Advanced Intelligent Network Gateway" and the validation gateway described in U.S. Patent Application Serial No. 08/956,220, now US Patent 6,160,874, entitled, "Validation Gateway," incorporated herein by reference. Both components are described in more detail with respect to FIG. 3. The capabilities of the components described in the previously referenced applications are not limited by the examples given and are defined by the scope of the claims in the applications.

Page 14, first paragraph, lines 1-5, substitute therefor:

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Additional information concerning ISN components 116 is provided in copending U.S. Patent Application Serial No. 08/956,232, now US Patent 6,188,761, entitled, "A System and Method for Providing Operator and Customer Services for Intelligent Overlay Networks," incorporated herein by reference.

Page 15, first full paragraph, lines 6-24, substitute therefor:

The ISN network integration functionality 302 is provided by interconnecting an exemplary ISN 108A via protocol converters 232 to other networks. Two exemplary protocol converters are the AIN gateway 308 and the validation gateway 310 described in the above-referenced applications. The AIN gateway 308 is interconnected to TCP/IP networks 312, such as the Internet. The validation gateway 310 is interconnected to packet switching networks 314, such as X.25 networks. A caller placing a call via telephony circuits of the PSTN 106 using telephone 304a, personal computer 306a, or any other calling device may interconnect to an individual using a personal computer on the internet 318, a university database 316, or any other internet network element via the AIN gateway 308 on ISN 108A. The caller, again placing a call via telephony circuits of the PSTN 106 using telephone 304a, personal computer 306a, or any other calling device may interconnect to the database of a financial institution 320 or any other database on a packet switching network 314 such as the X.25 network. The capabilities of the AIN gateway 308 and the validation gateway 310 are not limited by the examples given and are defined by the scope of the claims in the previously referenced applications U.S. Patent Application Serial No. 08/967,339, now US Patent 6,229,819, and U.S. Patent Application Serial No. 08/956,220, now US Patent 6,160,874.

Page 20, last paragraph spanning to page 21, page 20, line 27 to page 21, line 17, substitute therefor:

The programmable switch support function 604 provides an interface between the switch controller 112A and the programmable switch 110A. The programmable switch support function 604 translates messages between a generic switch controller SCAPI message format and

programmable switch API message format, manages message header/trailer requirements, and controls connectivity to the programmable switch 110. The generic switch controller SCAPI message format is the messaging among the routines of the switch controller application program 602 within the switch controller 112. The SCAPI messaging is described in further detail in U.S. Patent Application Serial No. 09/096,937, incorporated by reference herein. The programmable switch support function 604 also hides the switch-specific interface details, such as API message framing, checksum, retries, sequence numbers. In addition, the programmable switch support function 604 encodes and decodes the matrix specific message set; extracts call processing information from the messages; encodes/decodes the messages in the generic Switch Controller API (SCAPI) format before passing them to the call control function 606. The programmable switch support function 604 also monitors the health of the switch interface and passes the alarms generated on this interface to the appropriate routines within the Switch Controller. The programmable switch support function 604 implements logic that is required for successful communication with the programmable switch 110.

Page 23, last paragraph spanning to page 24, page 23, line 25 to page 24, line 5, substitute therefor:

The resource control function 208 includes two processes. The first is the system control process 624 , which is in charge of monitoring the states of a call and service-related resources. This system control process 624 is centrally aware of the resource state and general health of the switch controller. The second is the resource management process 622. Exemplary switch controller resource management functionality includes management of both system-related resources such as message queues and a call data block table, as well as network resources such as the programmable switch matrices and agent resources. The resource management process

Q6 622 is described in further detail in copending U.S. Patent Application Serial No. 09/096,939 entitled, "A System and Method for Resource Management" referenced above.

Page 24, second full paragraph, lines 16-18, substitute therefor:

Q7 All of the routines within the switch controller application program 602 will be described in further detail in U.S. Patent Application Serial No. 09/096,938, now allowed, referenced above.